APPENDIX B
DOI Travel Lab Customer Survey Results - Tabulated by Bureau

	DOI TOTAL	DOI TOTAL	BUREAU SPECIFIC								
	Number of resp.	% of resp.	BIA	BLM	BOR	FWS	MMS	OS-SOL	NPS	OSM	GS
TOTAL RESPONSES	5,196	,, o	50	1,082	424	1,282	216	158	1,224	92	668
PERCENT OF TOTAL RESPONSES	,	•	0.96%	20.8%	8.2%	24.7%	4.2%	3.0%	23.6%	1.8%	12.9%
I. General Information		Į.									
A DU AL OFFICE AT ATT. DAG	PDV01.	. D. 10050									
Did you take any Official Government Travel [Temporary Duty (1) Van				007	44.4	1007	470	400	4400	A7	505
Yes No	4,555 536	87.7% 10.3%	44	987 77	414 9	1037 207	178 37	120 36	1103	87	585
No Response	105	2.0%		//	9	201	3/	30	100	3	65
No Response	100	2.070				l					
2. If you answered YES to question #1, please estimate the numb	er of TDY trips	you took in F	Y 1995								
a. 0-3	1,560	30.0%	19	322	87	333	92	64	423	23	197
b. 4-6	1,192	22.9%	7	306	111	231	50	37	274	26	150
c. 7-10	880	16.9%	4	189	89	211	23	13	218	20	113
d. 11-20	699	13.5%	8	130	74	202	9	12	142	14	108
e. 21 or >	291	5.6%	5	41	54	77	2	5	76	4	27
f. No Response	574	11.0%									
									_		
Do you presently have a Government Sponsored American Exp					070	1400	1-1	1 486 1	1010	70	- 5.0
Yes	4,325	83.2%	38	850	373	1128 125	171 45	130	1010	79	546
No No Possesso	760 111	14.6% 2.1%	8	213	50	125	45	27	189	11	92
No Response	111	2.1%									
4. If you answered YES to question #3, do you have ATM privilege	es for obtaining	travel advanc	nes?								
Percentage with ATM privileges per bureau		1	11%	80%	56%	80%	78%	8%	66%	65%	78%
Yes	3,079	59.3%	4	676	208	899	133	10	671	51	427
No	928	17.9%	31	114	128	171	31	101	246	29	77
Don't Know	362	7.0%	3	68	35	43	8	20	124		61
No Response	827	15.9%									
5. Do you use any other charge cards (Other than the Government								· · · · · · · · · · · · · · · · · · ·			
Yes	1,924	37.0%	9	419	188	394	71	69	498	35	241
No	3,074	59.2%	35	633	230	828	142	84	680	54	388
No Response	198	3.8%									
6. If you answered YES to question #5, what percent of your official	al traval ralatas	l avnancea ar		n AMEV/	Mar?						
Percentage of Time use AMEX	di u avei i elatet	rexherises air	e charged	NI VINIEW) ii ioi :						
1. 0-10%	389	7.5%	2	84	69	45	22	19	94	11	43
2. 11-25%	60	1.2%		12	8	10	1	5	11	1	12
3. 26-50%	124	2.4%	1	23	10	29	5	6	20	3	27
4. 51-75%	195	3.8%		43	14	40	4	8	56	7	23
5. 76-100%	1,053	20,3%	7	228	91	238	30	32	290	16	121
6. No Response	3,375	65.0%	<u> </u>						244	,,,	<u> :~:</u>
at the tracketion		20.u/V						<u></u>			

DOI TOTAL	DOI TOTAL	BUREAU SPECIFIC											
resp.	% of resp.	BIA	BLM	BOR	FWS	MMS	OS-SOL	NPS	OSM	GS			
798	15.4%	5	180	81	168	19	28	223	17	77			
316	6.1%	,	56	25	73	11	8	99	3	41			
201	3.9%		45	17	42	8	9	41	5	34			
104	2.0%	2	23	11	17	6	9	24		12			
564	10.9%	6	157	64	89	31	21	111	16	69			
3,213	61.8%			-									

Percentage of Time use Other Cards

- 1. 0-10%
- 2. 11-25%
- 3. 26-50%
- 4. 51-75%
- 5. 76-100%
- 6. No Response
- For analytical purposes in estimating the cost associated with the current process, what is your present grade level?
 Average Salary level of Respondents
 - a. WGS
 - 1. WGS 1-3
 - 2. WGS 4-7
 - 3. WGS 8-12
 - b. GS/SES
 - 1. GS 1-3
 - 2. GS 4-7
 - 3. GS 8-12
 - 4. GS 13-15
 - 5. SES
 - c. No Response

14	0.3%			6	6		1	1		
57	1.1%		8	3	27			17		
49	0.9%		5		33			11		
13	0.3%		5		2	· · · · · ·		1 A 1		, ;
713	13.7%	10	161	48	228	16	4	171	10	6
2,766	53.2%	8	674	212	660	85	31	776	34	2
1,390	26.8%	26	202	145	286	108	103	208	46	2
35	0.7%	2	3	4	3	3	14	1		
159	3.1%									

- II. Total Elapsed Time Information On Obtaining Necessary Approvals (From the time you request approval, until the time you receive it).
- 8. Obtain the necessary signature approvals for your Travel Authorization? (Days)

Average Number of days per respondent

- a. Less than 1 Day
- b. 1-2
- c. 3-5
- d. 6-10
- e. 11-15
- f. 16 and above
- g. No Response

442	8.5%	1	110	98	104	7	11	79	3	29
2,626	50.5%	28	613	229	589	117	62	728	62	198
934	18.0%	9	194	50	204	45	50	253	15	114
292	5.6%	1	43	15	95	10	12	62	7	47
92	1.8%		10	6	33	6	3	24		10
94	1.8%	1	13	5	46	2	4	12		11
716	13.8%									

- 9. Obtain a Cash Travel Advance (if one is authorized)? (Days)

 Average Number of days per respondent
 - Average frumber of days per resp.
 - a. Less than 1 Day
 - b. 1-2
 - c. 3-5 d. 6-10
 - e. 11-15
 - 6. 11-13
 - f. 16 and above
 - g. No Response
 - h. Don't Use

382	7.4%	2	71	75	73	12	4	80	8	57
1,275	24.5%	6	218	178	222	49	42	421	29	110
321	6.2%	10	42	31	28	18	14	143	4	31
155	3.0%	3	47	2	20	5	9	51	1	17
129	2.5%		48	4	34	1	7	29	3	3
149	2.9%	4	38	2	42	4	12	29	2	16
1,230	23.7%	8	294	107	327	30	23	291	13	13
1,555	29.9%									

	DOI TOTAL	DOI TOTAL	AL BUREAU SPECIFIC								
	Number or resp.	% of resp.	BIA	BLM	BOR	FWS	MMS	OS-SOL	NPS	OSM	GS
10. Average Number of Days after completing travel before you col		tion of your tr	avel vouch	er for that	trip?(Days)						
Average Number of days per respondent											
a. Less than 1 Day	168	3.2%		34	35	47	1		30	3	18
b. 1-2	2,945	56.7%	28	632	274	772	116	91	699	58	275
c. 3-5	1,249	24.0%	12	276	79	291	71	40	360	26	94
d. 6-10	243	4.7%	5	56	17	49	10	11	67	2	26
e. 11-15	74	1.4%		19	11	11	3	3	15		12
f. 16 and above	60	1.2%	1	24		15	2	5	10		3
g. No Response	457	8.8%									
11. Obtain the necessary signature approvals for your completed to	avel voucher?	(Days)									
Average Number of days per respondent	4701 70401101 7	(54)5)									
a. Less than 1 Day	435	8.4%	4	105	111	95	1	6	76	5	32
b. 1-2	3,051	58.7%	31	749	261	754	128	98	734	61	235
c. 3-5	786	15.1%	8	125	35	215	52	26	202	18	105
d. 6-10	255	4.9%		38	6	70	10	5	95	4	27
e. 11-15	51	1.0%	1	6	3	11	2	2	19		7
f. 16 and above	52	1.0%		4		13	4	6	15		10
g. No Response	566	10.9%						L			
12. Average Number of Days after you sign and submit your travel Average Number of days per respondent		<u> </u>	your reim								
a. Less than 1 Day	164	3.2%		2	111	5		1 1	21		24
b. 1-3	512	9,9%		10	194	18	3	4	148	2	133
c. 4-7	360	6.9%	4	17	40	14	8	9	147	4	117
d. 8-14	900	17.3%	4	248	35	177	56	28	204	29	119
e. 15-21	1,356	26.1%	14	404 241	12	422 363	81 31	44 39	262 188	29 16	88 56
f. 22-30	954 626	18.4%	9		5 16	199	16	24	189	5	58
g. Over 31	324	12.0% 6.2%		110	סו	199	10	24	109	3	- 30
h. No Response	324	0.270									
III. Direct Travel Related Time Required In Performing the 13. Typing and "Hand Carrying" the Trip Authorization request thro	ugh the approv			t and how k	ong does it	take? (Mi	nutes)				
Performed by the Traveler	993	19.1%	5	242	68	314	18	38	244	10	54
Performed by Another Person	3,531	68.0%	38	704	313	778	167	98	848	71	514
No Response	672	12.9%			_						
1. 5 minutes or less 2. 6-10 minutes	231 293	4.4% 5.6%	3	28 60	23 34	114 94	3 8	4	30 52	3	23 31
3. 11-30 minutes	1,063	20.5%	11	261	118	235	32	26	241	24	115
4. 31-60 minutes	511	9.8%	3	127	49	84	27	20	131	18	52
5. 61-120 minutes	179	3.4%	1	49	14	12	8	6	56	2	31
6. 121 minutes or more	345	6.6%	13	88	44	39	7	19	112	+	23
7. Other (Days)	1,433	27.6%	13	240	78	370	83	44	381	23	201
8. No Response	1,141	22.0%	14			0,0	- 00	"-		20	24,
v. tise interpolities	1,171							1			

	DOI TOTAL	DOI TOTAL	BUREAU SPECIFIC									
	Number of	W ed soon	BIA	BLM	BOR	FWS	MMS	OS-SOL	NPS	OSM	GS	
14. Contacting the contract travel agency (TMC) that services you	resp.	% of resp.									Go	
Performed by the Traveler	1,763		12	408	115	342	41	78	508	21	238	
Performed by Another Person	2,793		31	519	288	739	142	61	612	56	345	
No response	640		3	313	200	735	142	OI.	012	- 30	340	
140 Tesponse	040	12.070			<u> </u>	L						
1, 5 minutes or less	225	4.3%	3	42	26	48	9	5	43	9	40	
2. 6-10 minutes	423		4	78	57	100	11	7	90	13	63	
3, 11-30 minutes	1,584	30.5%	24	330	135	333	57	49	422	29	205	
4. 31-60 minutes	652		2	114	43	149	35	33	193	10	73	
5. 61-120 minutes	144	2.8%		41	7	27	7	6	26	2	28	
6. 121 minutes or more	330		6	79	37	63	9	14	101		21	
7. Other (Days)	859	16.5%	5	162	57	266	49	26	186	12	96	
8. No Response	979			102			<u> </u>		100	<u> </u>		
a. No responde		10.070			1						<u> </u>	
15. Making the Travel Reservations - who does it and how long do	es it take? (Mi	inutes)									- 1	
Performed by the Traveler	2,132		15	582	118	428	41	77	565	28	278	
Performed by Another Person	2,632		31	416	290	738	148	65	567	57	320	
No response	432				1							
•								•				
1. 5 minutes or less	314	6.0%	3	81	23	73	10	9	65	9	41	
2. 6-10 minutes	624	12.0%	4	131	65	166	11	13	130	17	87	
3. 11-30 minutes	1,631	31.4%	21	353	140	354	53	46	411	28	225	
4. 31-60 minutes	563	10.8%	3	107	44	132	32	30	149	11	55	
5. 61-120 minutes	130	2.5%	1	34	9	19	8	5	27	3	24	
6. 121 minutes or more	295	5.7%	7	71	28	58	6	13	91	1	20	
7. Other (Days)	779	15,0%	4	123	54	264	45	24	165	10	90	
8. No Response	860	16.6%		<u> </u>		_						
16. Picking up the Tickets - who does it and how long does it take				1	1 :22							
Performed by the Traveler	1,157	22.3%	9	198	123	218	16	39	327	6	221	
Performed by Another Person	3,141	60.5%	35	654	266	688	174	106	783	75	360	
No response	898	17.3%		L			L					
1. 5 minutes or less	387	7.4%	6	49	54	88	17	14	100	7	52	
2. 6-10 minutes	339	6.5%	- 0	56	81	74	16	12	70	1	29	
3. 11-30 minutes	377	7.3%	10	52	48	57	14	26	111	8	51	
4. 31-60 minutes	118	2.3%	10	27	10	35	6	5	31	· ·	4	
21 23 322 111				- 7.0	10		1		7		4	
5. 61-120 minutes 6. 121 minutes or more	259	0.6% 5.0%	4	12 58	69	3 36	5	6	80		1	
7. Other (Days)	1,885		17	323	67	516	48	57	512	16	329	
8. No response	1,800		- ''	- 323	- 01	310	+0	31	312	10	328	
O. NO response	1,000	34.070		l			L	<u> </u>				
17. Gathering the necessary receipts in preparation for the Travel	Voucher - Mh	n does it and h	ow long d	nes it take?	(Minutes)						i	
Performed by the Traveler	4,008		33	935	360	849	139	129	1031	50	482	
Performed by Another Person	748		10	77	42	315	50	14	112	33	95	
No response	440			<u> </u>	765				1144			
148 100peried	L	9.0 70		<u> </u>				·				

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		DOI TOTAL	DOI TOTAL	BUREAU SPECIFIC								
		Number of		514				ſ			<u> </u>	
	1. 5 minutes or less	resp.	% of resp.	BIA	BLM	BOR	FWS	MMS	OS-SOL	NPS	OSM	GS
	2. 6-10 minutes	1,125	21.7%	5	282	109	285	40	23	192	25	164
		694	13.4%	2	159	81	178	17	18	129	21	89
	3. 11-30 minutes	1,126	21.7%	10	224	94	236	52	42	279	21	168
	4. 31-60 minutes	391	7.5%	3	80	28	87	14	20	109	11	49
	5. 61-120 minutes	61	1.2%	2	21	2	12	2	2	9		11
	6. 121 minutes or more	240	4.6%	7_	44	35	37	4	12	96		5
	7. Other (Days)	543	10.5%	7	75	27	207	28	16	131	5	47
	8. No Response	1,016	19,6%									
18. Preparing the	Travel Voucher - who does it and how long does	it take? (Minut	tes)									- 1
	Performed by the Traveler	2,376	45.7%	26	799	309	367	82	90	459	26	218
	Performed by Another Person	2,424	46.7%	20	224	98	797	111	56	695	59	364
	No response	396	7.6%						 ~~ 	000	- 50	- ~
	•		1.5.0			·						
	1. 5 minutes or less	127	2.4%		34	19	27	1	3	24	2	17
	2. 6-10 minutes	339	6.5%	2	95	37	71	11	4	67	8	44
	3. 11-30 minutes	1,818	35.0%	18	444	188	409	39	34	431	47	208
	4. 31-60minutes	1,013	19.5%	9	223	85	221	66	48	228	14	119
	5. 61-120 minutes	219	4.2%	3	51	11	46	23	8	46	3	28
	6. 121 minutes or more	277	5.3%	7	49	32	56	9	26	86	2	10
	7. Other (Days)	743	14.3%	6	93	31	275	42	16	178	6	96
	8. No Response	660	12.7%									
10 Cotting the per	pagagny signatura garantural for the travel and be	a la a f ana 141.	. 1 . 20 . 1.6									
13. Getting the net	cessary signature approvals for the travel vouche Performed by the Traveler	r detore it is s	ubmitted for p	ayment- v	Vno does it	and how k	ng does it			not elapse		
	Performed by Another Person	1,233	23.7%	16	395	222	163	22	50	236	15	114
	No response	3,159	60.8%	24	541	170	932	153	77	782	63	417
	No response	804	15.5%		L	L			l			
	1. 5 minutes or less	775	14,9%	7	222	102	124	16	19	167	24	94
	2. 6-10 minutes	669	12.9%	6	148	82	90	25	11	208	12	87
	3. 11-30 minutes	793	15.3%	6	184	96	114	43	38	190	13	109
	4. 31-60 minutes	359	6.9%	4	78	28	55	23	11	115	3	42
	5. 61-120 minutes	80	1.5%		25	2	17	3	7	17	٦	9
	6. 121 minutes or more	329	6.3%	11	76	36	87	7	13	83	4	12
	7. Other (Days)	1,190	22.9%	7	169	49	540	50	26	220	20	109
	8. No Response	1,001	19.3%		100	70	- V-10		20	220	20_	105
	·											
20. Collecting the r	eimbursement for travel - who does it and how lo		e (actual work		elapsed time							
	Performed by the Traveler	1,430	27.5%	16	259	314	183	42	35	381	9	191
	Performed by Another Person	1,987	38.2%	12	254	84	716	79	72	467	38	265
	No response	1,779	34.2%									
	1. 5 minutes or less	451	8.7%	3	67	90	41	17		105	7 1	
	2. 6-10 minutes	372	7.2%	-	36	112	35		5 7	125		96
	3. 11-30 minutes	492	9.5%		81	107		4	_	115	3	60
	4. 31-60 minutes	130	2.5%		15	27	38 17	_2	17	154	7	86
	5. 61-120 minutes	21	0.4%		6			3	4	41		23
	6. 121 minutes or more	104	2.0%			20	2	- ‡	- ,	6		5
	7. Other (Days)	1,420	27.3%	16	20		14	1	2	39		7
	8. No Response	2,206		10	141	31	768	31	44	263	14	112
	o. 110 (10apollao	2,200	42.5%				l				i	
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DOI TRAVEL LAB SURVEY RESULTS

	DOI TOTAL	DOI TOTAL	AL BUREAU SPECIFIC											
	Number of	N of som	BIA	BLM	BOR	FWS	MMS	OS-SOL	NPS	OSM	GS			
04 Thursday Alberta (1997)	resp.	% of resp.								USM	- 60			
21. Time spent in making the necessary payment to your Government						eceive at r			take?					
1. 5 minutes or less	1,272			282	114	186	70	30	307	34	236			
2. 6-10 minutes	827	15.9%	7	177	98	132	25	37	223	16	112			
3. 11-30 minutes	658	12.7%	2	124	85	114	27	20	191	12	83			
4. 31-60 minutes	118	2.3%		27	17	16	5	3	34	2	14			
5. 61-120 minutes	11	0.2%		7	1						3			
6, 121 minutes or more	61	1.2%	3	6	17	9			25		1			
7. Other (Days)	746	14.4%	11	88	31	426	14	19	114	6	37			
8. No Response	1,503	28.9%												
IV. OTHER TRAVEL RELATED ISSUES 22. How do you get reimbursed for travel - Treasury Check, Electron	nic Deposit. (Cash (Imprest	Fund), or	Third Party	Draft?									
a. Treasury Check	3,328	64.0%	37	948	52	1099	131	120	692	40	209			
b. Electronic Deposit	441	8.5%	6	92	3	107	65	13	62	49	44			
c. Cash (IMPREST)	373	7.2%	1	5	241	8	5	10	63		40			
d. Third Party Draft	778	15.0%		2	123			2	331		319			
e. No Response	276	5.3%								<u> </u>				
23. How is your travel voucher normally prepared - Manually, throu	gh Automateo	d Travel Softw	are, or thro	ough an Ele	ectronic For	ms Packaç)e ?							
a. Manually	2,371	45.6%	34	742	273	707	135	119	260	15	86			
b. Automated Travel Software	1,800	34.6%		235	68	391	44	23	587	69	380			
c. Electronic Forms Package	401	7.7%	4	21	42	57	9	3	205	3	57			

d. Manual/Automated

e. Other f. No response 2.4%

0.5%

9.1%